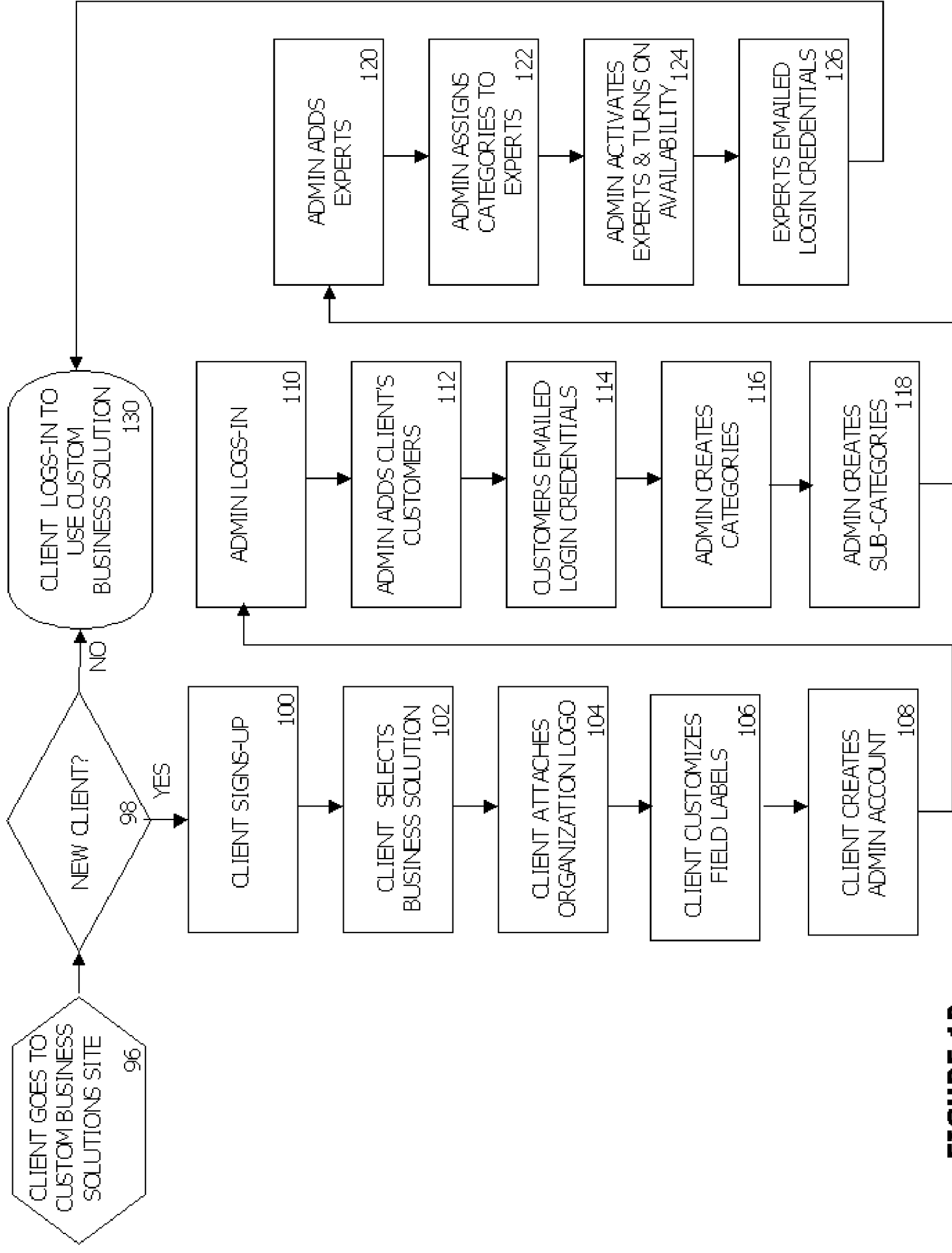
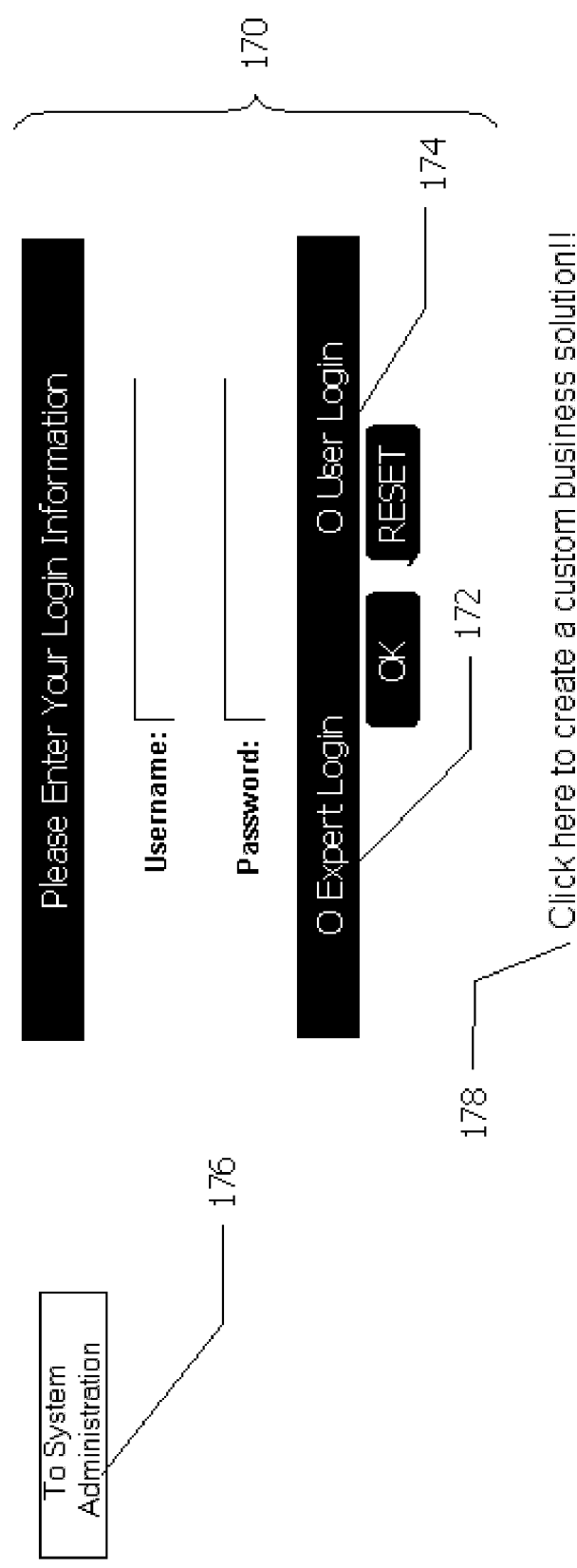


**FIGURE 1A**



**FIGURE 1B**



**FIGURE 2**

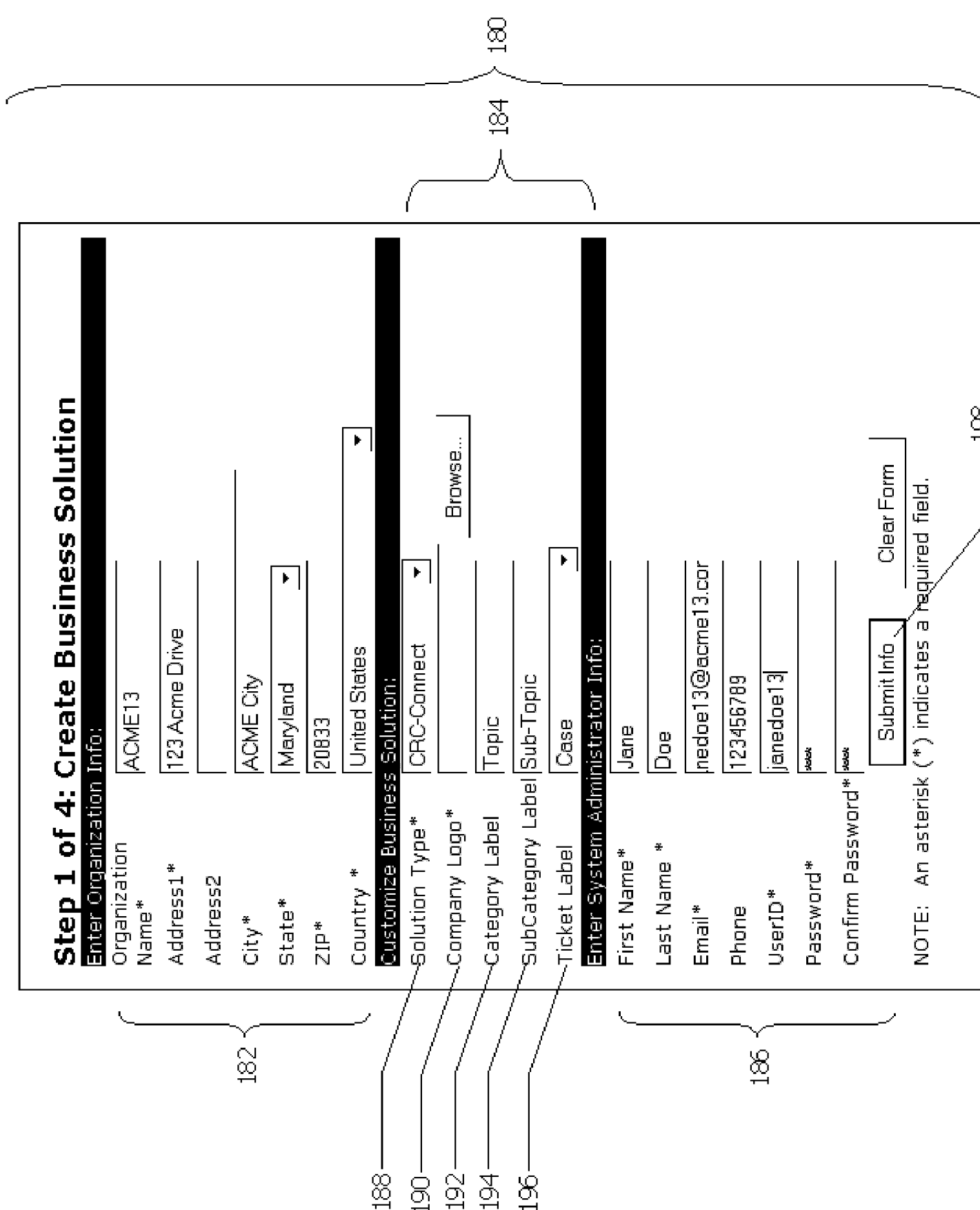


FIGURE 3

Thank you for creating your new business solution. Your account has been setup as follows.

**Application Info:**

Company: 'ACME13'

Solution: 'CRC-Connect'

Category Label: 'Topic'

Sub Category Label: 'Sub-Topic'

Ticket Label: 'Case'

**Administrator Info:**

First Name: 'Jane'

Last Name: 'Doe'

UserId: 'janedoe13'

E-mail Address: 'janedoe13@acme13.com'

Phone No.: '123456789'

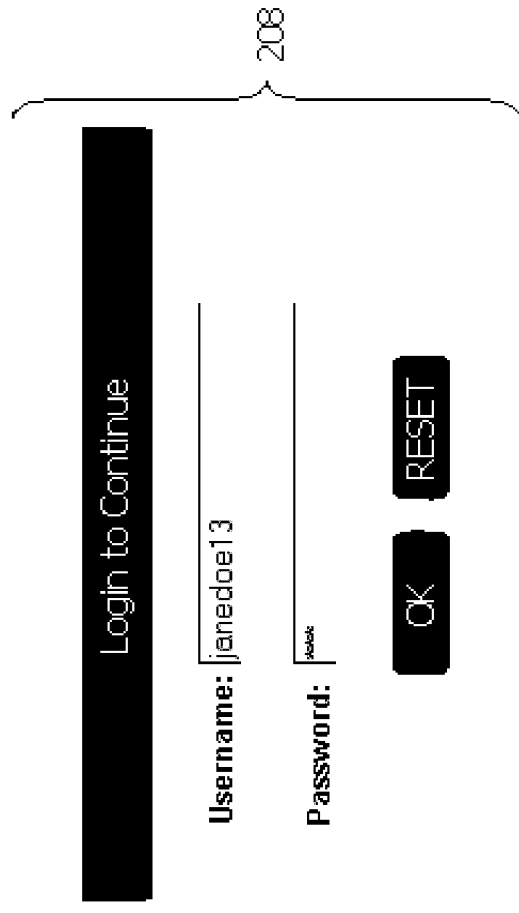
Click on the "Continue to Step 2" button below to login as the Administrator and further customize your new Business Solution.

Continue to Step 2

206

204

**FIGURE 4**



A diagram of a login form. At the top is a black rectangular button with the text "Login to Continue" in white. Below this are two input fields. The first is labeled "Username:" and contains the text "janedoe13". The second is labeled "Password:" and contains a series of dots, indicating a password. Below the password field are two black rectangular buttons: "OK" and "RESET". A large curly brace on the right side of the form, spanning from the top of the input fields to the bottom of the buttons, is labeled with the number "208".

Login to Continue

Username: janedoe13

Password:

OK RESET

208

**FIGURE 5**

## Steps 2 to 4: Configuration and Customization of the new Business Solution for ACME13

### STEP 2 of 4: Add Users to your Solution

ACME13 - ACME City, MD ▾  
Add Users 210

### STEP 3 of 4: Add Categories and Sub-Categories

Add Category  
Edit Category ▾  
212

### STEP 4 of 4: Add Experts

▾  
216  
View / Update Expert  
Enter New Expert 218

214  
500

FIGURE 6

Step 2 of 4: Add Users to your Business Solution

Company: ACME13 (3547)

Active?	First Name	Last Name	Email	User ID	Password	Phone	Admin?	Save ID & PW
<input checked="" type="checkbox"/>	Jane	Doe	janedoe13@acme13.co	janedoe13	*****	123456789	<input checked="" type="checkbox"/>	

Email ALL ACTIVE users their ID and PW's

Add a User

NOTE: An asterisk (\*) indicates a required field.

First name	
Last name	
Email	
UserID	
Password	
Confirm Password	
Phone Number	
Admin User?	<input type="checkbox"/>

Add	Clear Form
-----	------------

Done Adding Users
-------------------

FIGURE 7



236

## Steps 2 to 4: Configuration and Customization of the new Business Solution for ACME13

### STEP 2 of 4: Add Users to your Solution

ACME13 - ACME City, MD ▾

Add Users

### STEP 3 of 4: Add Categories and Sub-Categories

### STEP 4 of 4: Add Experts



Add Category

Edit Category

View / Update Expert

Enter New Expert

238

500

FIGURE 8



248

## Add New Sub-Category for Main Category: Returns

Please take time to ensure that the sub-category you wish to enter is not already in the system. Find Sub-Category ▼

Enter Sub-Category Name:

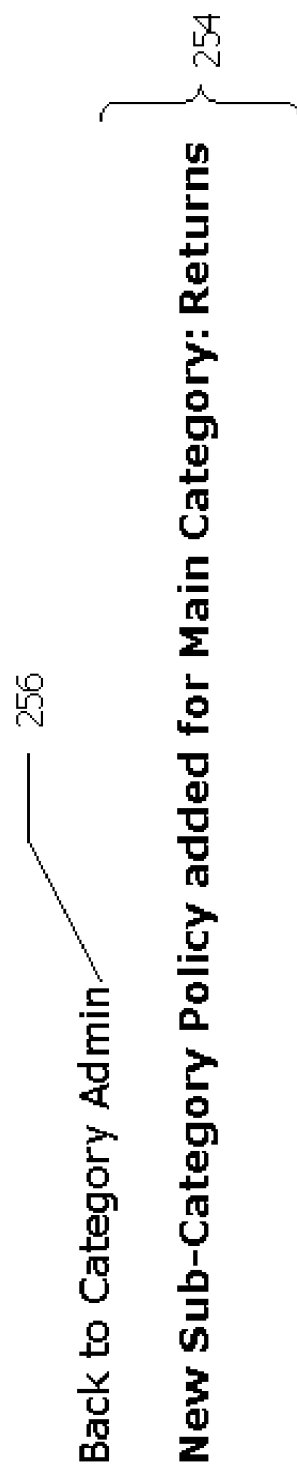
Active?:

☐ Active ☒ NOT Active

250

252

FIGURE 10



**FIGURE 11**

Category Admin

for

Order

save

258

260

Category Status:

ACTIVE

Deactivate

262

Sub-Category Name

Not Received

save

Active?

YES

Deactivate

266

268

Add New Sub-Category

Please take time to ensure that the sub-category you wish to enter is not already in the system.

Enter Sub-Category Name:

Active?:

☐ Active
 ☒ NOT Active

Enter

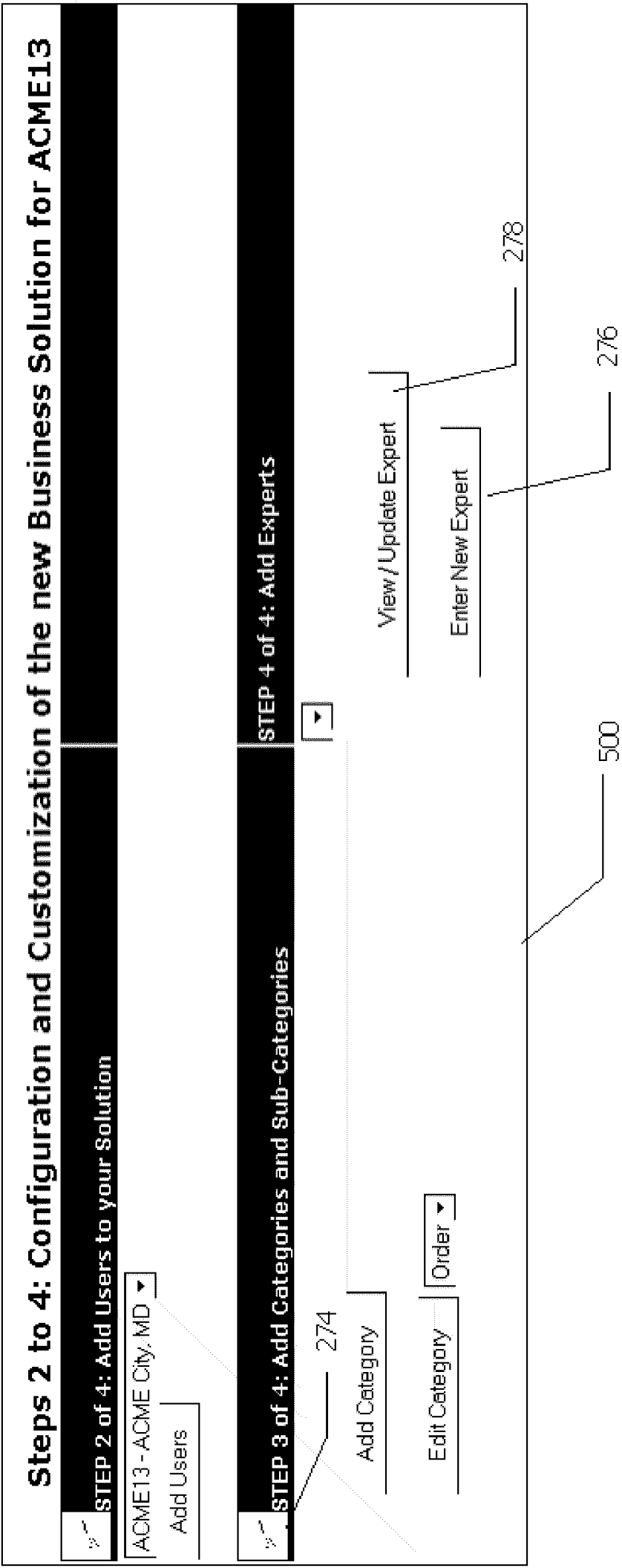
270

Done Adding Categories

272

264

## FIGURE 12



**FIGURE 13**

New Expert Entry  
Step 1

Please complete the registration information requested below.

First Name

John

Last Name

Doe

UserName

johnndoe13

Password

\*\*\*\*\*

Retype Password

\*\*\*\*\*

Address1

123 Acme Drive

Address2

City

ACME City

State

Maryland

Zip

20833

Country

United States

E-mail Address

johnndoe13@acme13.com

Phone

123456789

Experience

5 yrs.

Hours a week you would be available:

20

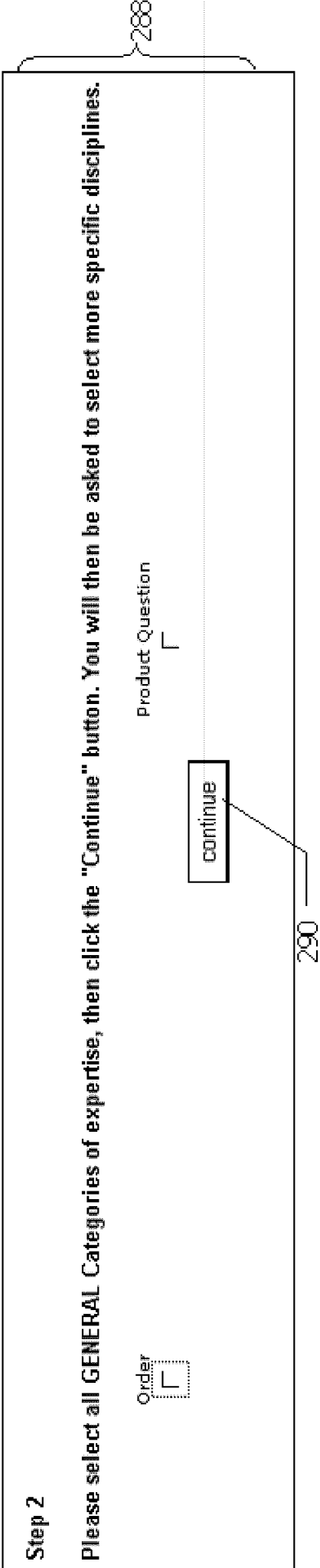
Attach Résumé

Browse...

Continue

Clear Form

FIGURE 14



**FIGURE 15**



Back

Step 3

Please select all specific Sub-Categories of expertise that may apply. Keep in mind that for every Sub-Category you select, you will be asked to show evidence of your expertise (this may be by either providing assessment results from a third party testing agency, taking an assessment we provide, or showing enough years of experience in the given discipline).

NOTE: You do NOT need to select a Sub-Category for every General Category that is shown.

Order:

Not Received

☒

Submit

294

FIGURE 16

[Back to Expert Detail](#)

Expert has been submitted.  
Expert ID: **2029982**

First Name:

john

Username:

john|doe13

Active:

CERT\_ID:

Company

Date Activated:

Update Expert

Last Name:

doe

Password:

password

Available?

F

EXPERIENCE: 5 Years

308

RESUME:

Browse...

Expertise Info:

CATEGORY

ACTIVE?

Order

Not Received

YES

Change Expertise Info

300

PRIMARY Address Info:

Address1: 123 Acme Drive

City: ACME City

Zip: 20833

Address2:

State: MD

Country: United States

Change Address Info

302

Contact Info:

PHONE1: 123456789

EMAIL1: jdoe13@acme13.com

Change Contact Info

304

Done Adding Expert

APPLY\_DATE: 18-JUN-04

MODIFY\_DATE:

312

310

FIGURE 18

298

296

Back to Expert Detail

Expertise for Expert #: 2029982, j doe

CATEGORY

Order

Not Received

Save All

ACTIVE?

NO ▾

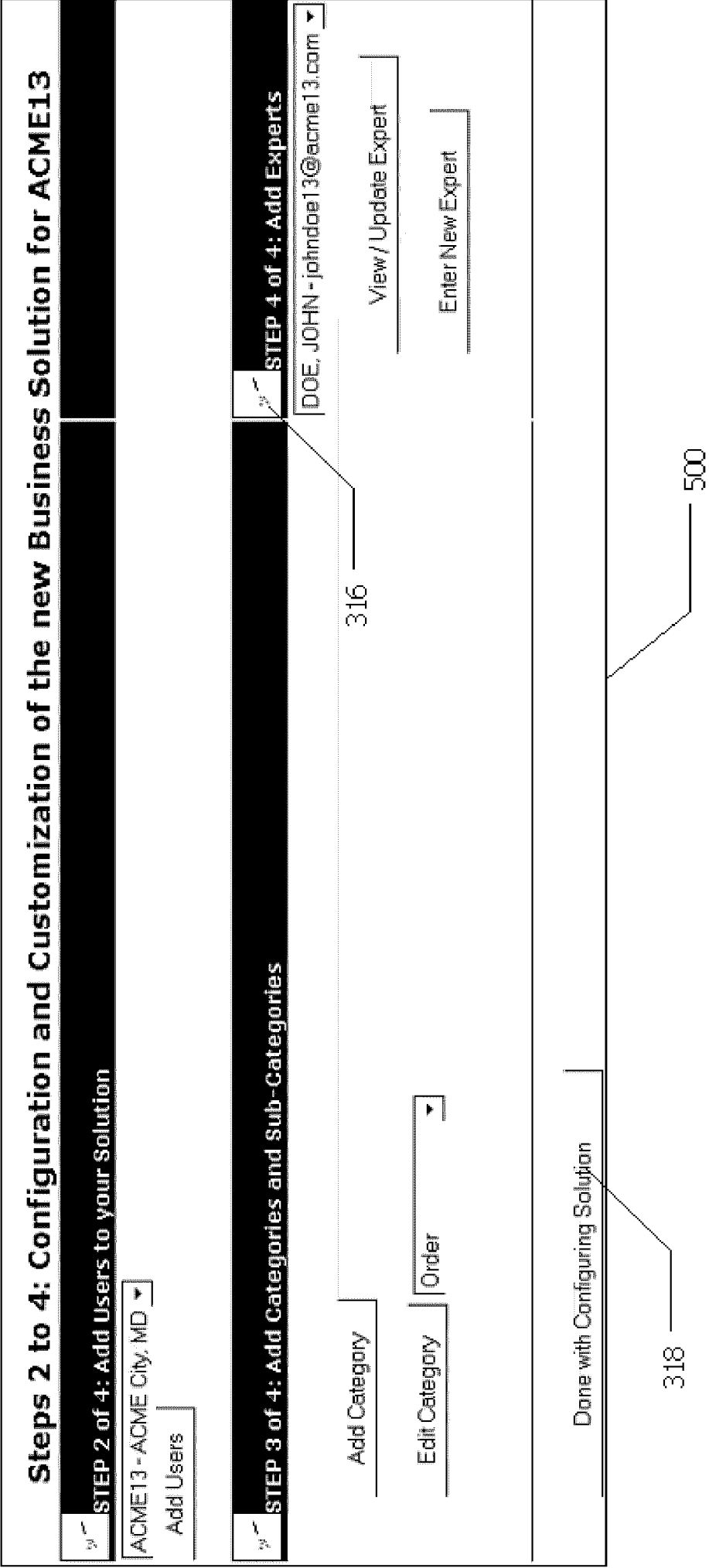
Delete

Delete

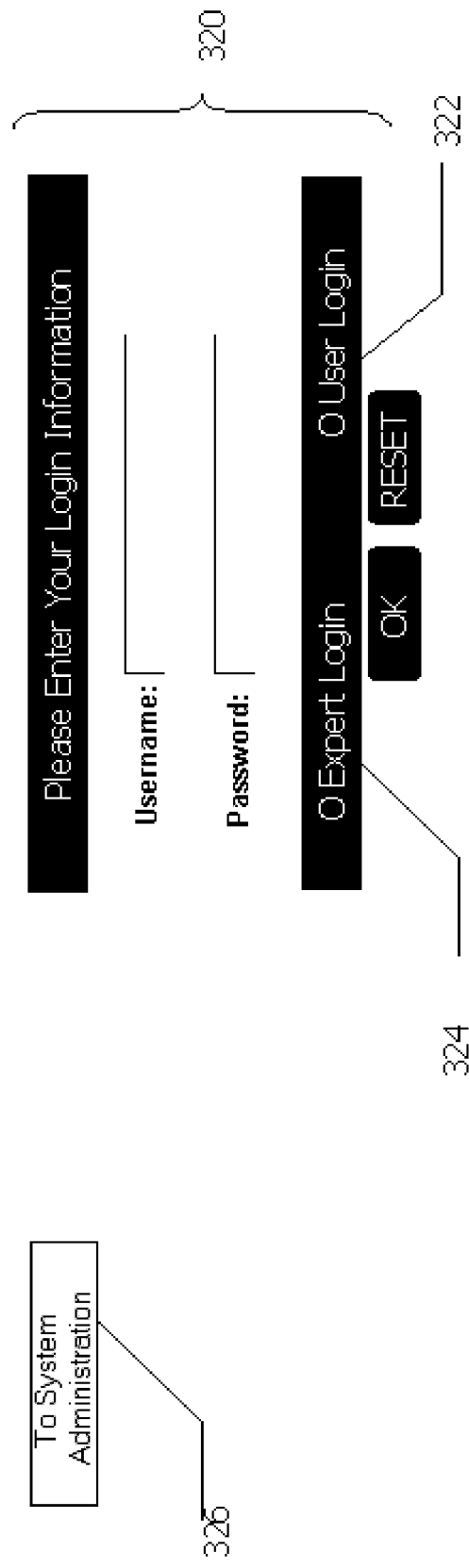
314

Click Here to Add Expertise Categories

FIGURE 19



**FIGURE 20**



**FIGURE 21**

User/Expert Login

System Administrator Login

Username:

Password:

OK

RESET

328

FIGURE 22

Expert Maintenance		Category Maintenance	
<div>DOE, JOHN - johndoe13@acme13.com ▼</div>			
<div>View / Update Expert</div>		<div>Add Category</div>	
<div>Enter New Expert</div>		<div>Edit Category</div>	
<div>Search Experts</div>			
<div>Get Emails of All Active Experts</div>		<div>Order ▼</div>	
<div>Expert Category Stats</div>			
Customers		Inquiries	
<div>ACME13 - ACME City, MD ▼</div>		<div>View All Tickets</div>	
<div>View / Update Customer</div>		<div>View Open Tickets</div>	
<div>Add a Customer</div>		<div>View Closed Tickets</div>	
		<div>View Unassigned Tickets</div>	
		<div>Tickets by Categories/Sub Categories</div>	
		<div>Date Range:</div>	
		<div>1/1/2000 - 06/29/2004</div>	
		<div>View Tickets</div>	

FIGURE 23